MULTIMEDIA UNIVERSITY

STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2016/2017

BIS2024 – BUSINESS INFORMATION SYSTEMS

(All sections / Groups)

24 FEBRUARY 2017
9:00 A.M. – 11:00 A.M.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of 2 pages with 4 Questions only.
2. Attempt ALL **FOUR** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

a) Information systems have been used to aid decision making and problem solving at each level in an organization. Identify the different types of information systems used at each level, and how each system can be used to support decision making.

(15 marks)

b) As organizations began to move online, more MIS tools were created to support business processes and requirements. Identify and explain **FIVE (5)** tools that can be used to support an organization's ability to communicate among its employees, customers, suppliers, business partners, and other organizations around the world.

(10 marks)

(Total: 25 marks)

QUESTION 2

a) With the increasing occurrence of computer attacks, it is critical for all computer systems to be protected. Describe how an Intrusion Detection Software (IDS) can be used to detect and respond to attempts to break into computer systems.

(10 marks)

b) Explain what is a Data Center. In addition, provide **THREE (3)** characteristics of a sustainable data center.

(7 marks)

c) Amazon Web Services, a subsidiary of Amazon.com, offers a suite of cloud-computing services. Cloud computing offers substantial benefits to any business. Discuss **FOUR (4)** benefits of cloud computing.

(8 marks)

(Total: 25 marks)

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QUESTION 3

a) Explain the Radio Frequency Identification (RFID) technology. In your answer, describe how retailers can use RFID technology for inventory management.

(9 marks)

b) Sales departments can benefit tremendously from the use of operational Customer Relationship Management (CRM) systems. Explain how operational CRM systems can assist the employees working in the sales department.

(8 marks)

c) In the Systems Development Life Cycle (SDLC), the testing phase is crucial. Explain why system developers need to devote adequate time and resources to test computer systems prior to implementation. In addition, identify and briefly explain any **THREE (3)** categories of tests usually conducted by system developers during the testing phase.

(8 marks)

(Total: 25 marks)

QUESTION 4

a) Explain **TWO (2)** business advantages of using a relational database.

(4 marks)

b) Create an Entity Relationship Diagram (ERD) using the Chen model for the following scenario. Make sure that all the entities, attributes, keys (i.e. primary and foreign), relationships and cardinalities are included in your ERD.

- A department has many employees. Each employee is assigned to a department. However, some employees are temporarily not assigned to any department when they first join the company.
- A division must operate many departments, but each department must be operated by one division.
- Each department has a code and name which are kept in the system.
- For every employee, the employee number, employee name and email address must be kept in the system.
- For each division, the division code and division name are required in the system.

(13 marks)

c) Identify and explain **FOUR (4)** primary value activities of a shoe manufacturer.

(8 marks)

(Total: 25 marks)

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